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AUTHOR Wild, Nancy
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ABSTRACT

This document is a 2001 report on student satisfaction at the Redwood and Riverside campuses of Rogue Community College (RCC) (Oregon). Surveys were used to help assess the community college's overall effectiveness and address the needs of students. A total of 269 (120 from Redwood and 149 from Riverside) student surveys were returned--most respondents were female and continuing students with an average age of 29. Findings indicate that: (1) more respondents were satisfied with the overall experience at the Redwood campus than the Riverside campus; (2) most students were satisfied with the access to information on RCC, the service provided by financial aid officers, course offerings, counseling services, campus safety, computer labs, and the overall campus facilities; (3) students reported being least satisfied with parking, the amount of student activities, and the overall effectiveness of the Associated Students organization; and (4) most students also expressed dissatisfaction with the telephone registration system and campus bus service utilized by the college. The report includes tables that compare results from 2001 with those of 2000. The report offers recommendations for student organizations, faculty, staff, transportation, parking, and other RCC programs and services. Appendices include the survey instruments and comments from respondents. (MKF)

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STUDENT SATISFACTION SURVEY
WINTER 2001

ROGUE COMMUNITY COLLEGE
REDWOOD AND RIVERSIDE CAMPUSES

MANAGEMENT REPORT

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Prepared by Nancy Wild
for
Rogue Community College
Institutional Effectiveness Committee

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INTRODUCTION

Background and Purpose

Rogue Community College's annual Student Satisfaction Survey is a primary tool by which the college measures its achievement in the areas of services, classes, and facilities. The primary purpose of the study is to obtain feedback from attending students regarding the issues that impact their ability to focus on learning.

The Winter 2001 version of the Student Satisfaction Survey is the fifth survey in the series, the first survey occurring in Fall 1997, followed by Spring 1998, Fall 1998 and Winter 2000. While the first three surveys were entirely open-ended, the Winter 2000 and Winter 2001 surveys incorporate substantial closed-ended questions, while maintaining opportunities for open-ended comments. The survey's new format is an attempt to make the survey instrument more objective and to achieve more precise measurement of attitudes and opinions on the issues. In this regard, the Winter 2000 survey served as a benchmark for future tracking on the issues surveyed. In all five surveys, the areas of primary interest are the same:

- *Access to Information About RCC (programs and services we offer)*
- *Getting Started at RCC (advising, testing, registration, buying books, paying for classes, etc.)*
- *Attending Classes at RCC (time, location, class schedules, parking, food service, student lounge, etc.)*
- *Miscellaneous (other comments or suggestions for improvement)*

The Institutional Effectiveness Committee (IEC) oversees the development, administration, and tabulation of the survey, as well as distribution of the survey management report and recommendations to appropriate RCC managers and others. Following distribution and presentation of the management report to President's Council, managers respond to IEC with action plans and progress reports based on the management report's recommendations.

Other versions of this Student Satisfaction Survey (in the original open-ended format) are conducted at all ABE/GED sites in Josephine and Jackson Counties and the Workforce Training Center at the VA Domiciliary in White City. Separate management reports are generated for ABE/GED and the WFTC.

INTRODUCTION (cont)

Methodology

Questionnaires and instructions were given to specified instructors at the Redwood and Riverside Campuses for distribution in their classrooms. Classes to be surveyed were selected to create a representative sample of students from the academic transfer, professional/technical, and developmental education areas of the college. Students completed the surveys during class time. Questionnaires were completed and collected during the first week of February in Winter quarter, 2001.

A total of 269 questionnaires were collected from the Redwood and Riverside classes surveyed, 120 from Redwood and 149 from Riverside.

Analysis

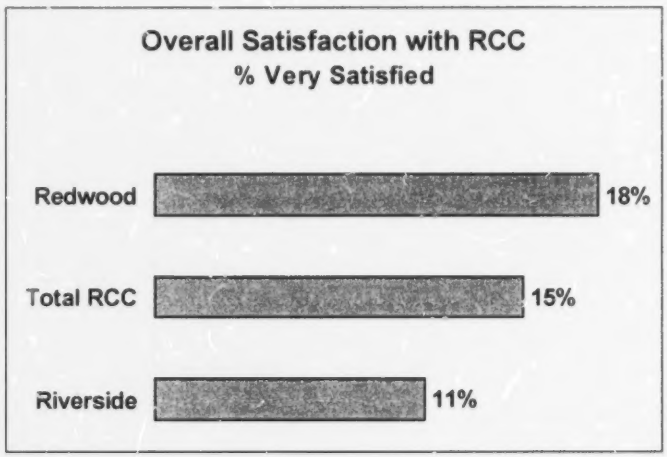
This Management Report provides findings for the Winter 2001 Student Satisfaction Survey for the Redwood and Riverside Campuses. Results are analyzed by total RCC (data from Redwood and Riverside Campuses combined) and by Redwood versus Riverside for comparison purposes. In most cases, results are analyzed in terms of "top box" responses, that is, the answers that represent "very satisfied." or "strongly agree." Looking at ratings in this way is important for two main reasons: First, RCC does very well on average in most areas surveyed, so a broader comparison than top box may be deceptive and provide little differentiation. Second, top box analysis is a call to achieving the highest degree of excellence possible and not settling for merely "satisfactory" performance.

Following the Executive Summary and Recommendations sections, representative verbatim responses to the open-ended question are presented (Redwood Campus, Appendix A; Riverside Campus, Appendix B). A sample summary and a copy of the questionnaire are located at the back of this report.

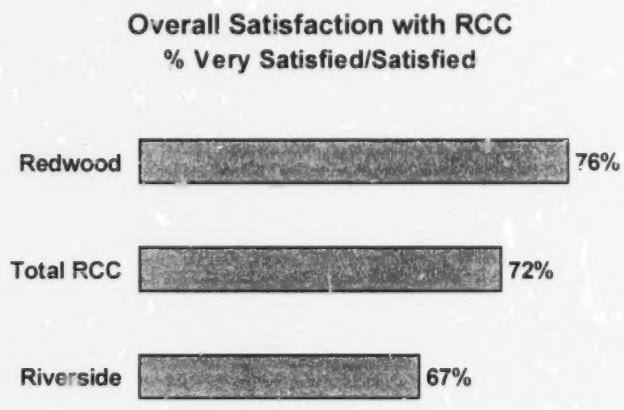
EXECUTIVE SUMMARY

Overall Satisfaction with Experience of Attending RCC

Less than one out of five students indicate that they are very satisfied with their overall experience of attending RCC. The proportion is higher among Redwood students compared with students primarily attending Riverside.



When the ratings of very satisfied and satisfied are combined, close to three-quarters of the surveyed students are satisfied with their overall experience of attending RCC, although there remains a great difference in ratings between campuses.



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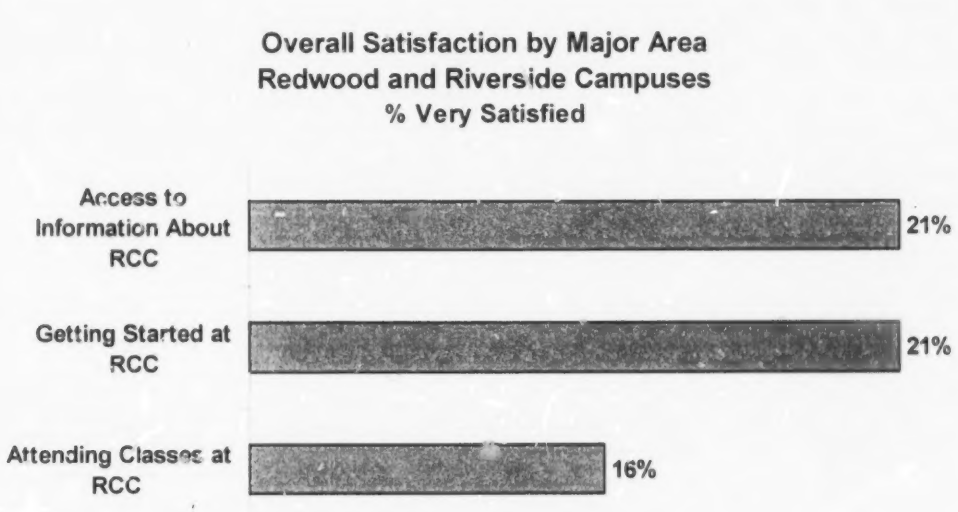
EXECUTIVE SUMMARY (cont)

Overall Satisfaction by Major Area

Looking at the combined campus ratings, the proportions of very satisfied are greatest for access to information and getting started, with attending classes lagging by five percentage points.



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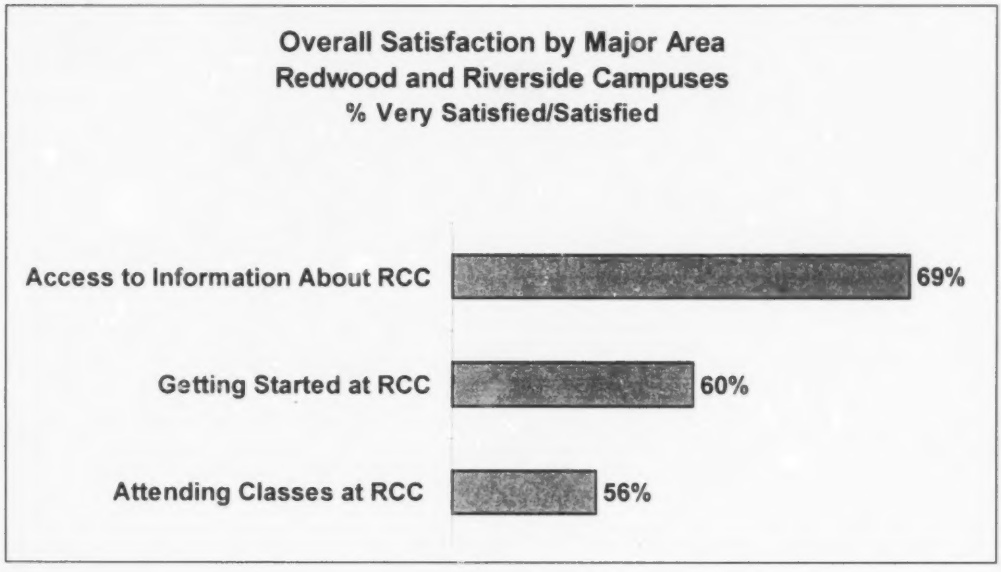
EXECUTIVE SUMMARY (cont)

Overall Satisfaction by Major Area (cont)

Looking at the net of very satisfied and satisfied, percentages climb considerably in all three areas for the campuses overall. However, the disparities in reported satisfaction among the areas are notably greater.



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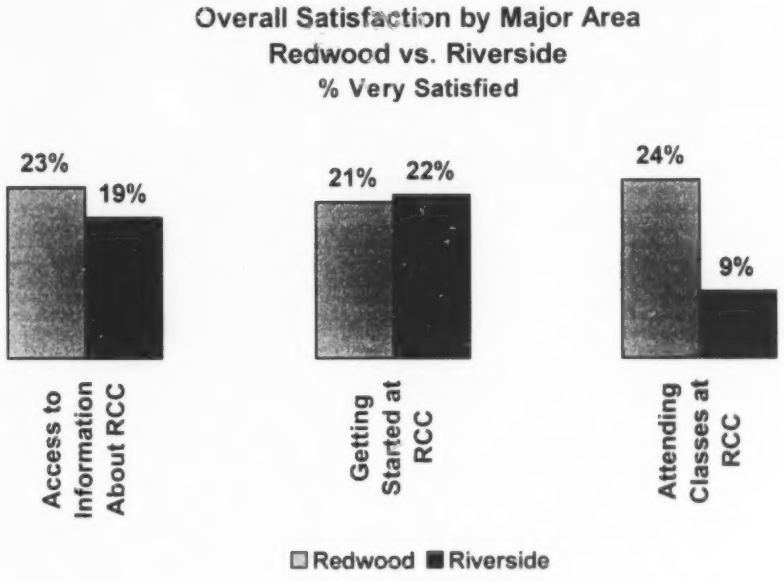
EXECUTIVE SUMMARY (cont)

Overall Satisfaction by Major Area (cont)

By campus, in terms of ratings of very satisfied, proportions are similar across the three categories for Redwood. On the other hand, Riverside students are similarly satisfied with access to information and getting started, but are much less pleased with attending classes (likely impacted tremendously by perceived parking problems).



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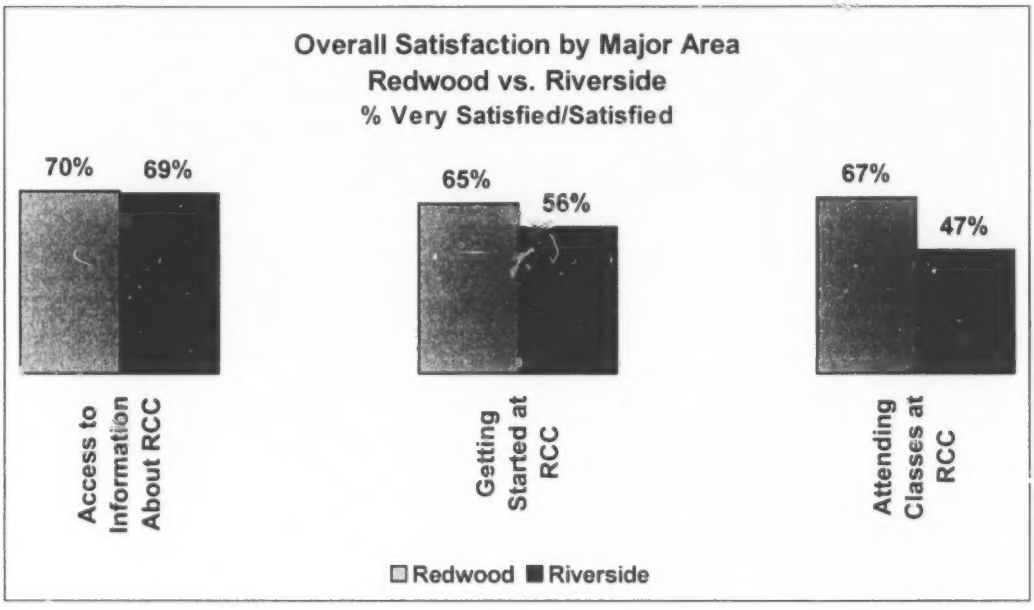
EXECUTIVE SUMMARY (cont)

Overall Satisfaction by Major Area (cont)

Looking at the ratings of very satisfied and satisfied together, Redwood students tend to rate all three areas higher than students primarily attending Riverside.



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EXECUTIVE SUMMARY (cont)

Satisfaction by Attribute

As the table on the following page shows, across the 58 attributes that Redwood and Riverside students rated, the greatest satisfaction (ratings of very satisfied) is evident in the following areas:

- Important to have art galleries available on campus
- Placement test staff are welcoming and helpful
- Bookstore staff helpful
- Staff member on campus who is comfortable to talk with
- Student lounge adequate for student needs
- Registration staff are helpful
- Satisfied overall with campus facilities (including restrooms, telephones, ATMs, etc.)
- Can obtain information about RCC services needed

On the other hand, students at Redwood and Riverside are least pleased overall with these areas:

- Easy to register with telephone registration
- ASRCC effectively publicizes its events
- Adequate parking for students
- Sufficient student activities at RCC to support interests and to keep involved at college
- Campus bus service adequate
- ASRCC effectively represents the student body as a whole
- ASRCC is open to students' suggestions and opinions
- Adequate information received about Student Employment Center at RCC

By campus, Redwood students generally give higher satisfaction ratings than Riverside students.

Summary of % Strongly Agree
Redwood and Riverside Campuses
(Part 1 of 2)

A.49	Important to have art galleries available on campus	38 %
A.5	Placement test staff are welcoming and helpful	37
A.31	Bookstore staff helpful	35
A.13	Staff member on campus who is comfortable to talk with	34
A.51	Student lounge adequate for student needs	32
A.16	Registration staff are helpful	31
A.11	Would recommend services of Counseling Department to all new students	30
A.19	Statement of account is easy to read	30
A.55	Satisfied overall with campus facilities (including restrooms, telephones, ATMs, etc.)	29
A.2	Can obtain information about RCC services needed	28
A.37	Information in class schedule well organized and easy to find	28
A.1	Can obtain information on a program needed	27
A.50	Food service adequate for student needs	27
A.23	Financial aid staff are knowledgeable about financial aid programs	26
A.52	Computer labs equipped well enough for students' needs	26
A.15	Sufficient "off-hours" access to registration	25
A.18	Satisfied with online registration services	25
A.24	Financial aid staff are helpful	25
A.3	Information related to careers and majors at RCC is easy to receive	25
A.54	Classrooms are well equipped and well maintained	25
A.58	Campus is safe	25
A.7	Program advisors knowledgeable in many areas	25
A.14	Length of time it takes to register is reasonable	24
A.21	Sufficient information about when and how payments can be made on account	24
A.8	Easy to make an appointment with program advisor	24
A.36	Class schedule provides information needed to plan courses	23
A.39	Satisfied with quality of curriculum and programs at RCC	23
A.47	Resume writing, interviewing, and job placement activities necessary	23
A.53	Enough open computer lab time is available	23
A.9	Counselors knowledgeable in many areas	23

Summary of % Strongly Agree
Redwood and Riverside Campuses
(Part 2 of 2)

A.4	Process for getting started at RCC is well organized	22 %
A.10	Easy to make appointment with counselor	20
A.29	Bookstore is well stocked for student needs	20
A.33	Sufficient variety of class offerings at RCC	20
A.25	Financial aid award processed and available when needed	19
A.38	Satisfied with availability of faculty at RCC	19
A.6	The orientation experience is useful and important	19
A.12	Personal counseling services offered by knowledgeable professionals	18
A.26	Web-based financial aid information and processes useful	16
A.27	Satisfied with online financial aid services	16
A.30	Sufficient "off-hours" access to bookstore	16
A.57	Parking lots are safe	15
A.44	Student Handbook helpful	14
A.20	Sufficient "off-hours" access to business office	13
A.32	Satisfied with online bookstore services	13
A.35	Sufficient variety of "off-hour" classes to fit schedule	13
A.45	Student ID card useful	13
A.22	Satisfied with online payment services	12
A.34	Sufficient variety of class times to fit schedule	12
A.28	Satisfied with online loan application services	11
A.48	Adequate information received about Student Employment Center at RCC	10
A.42	ASRCC is open to students' suggestions and opinions	9
A.41	ASRCC effectively represents the student body as a whole	8
A.43	Campus bus service adequate	8
A.46	Sufficient student activities to support interests and keep involved at college	8
A.56	Adequate parking for students	8
A.40	ASRCC effectively publicizes its events	7
A.17	Easy to register with telephone registration	6

Summary of % Strongly Agree
Redwood Campus
(Part 1 of 2)

A.49	Important to have art galleries available on campus	43 %
A.50	Food service adequate for student needs	41
A.5	Placement test staff are welcoming and helpful	40
A.13	Staff member on campus who is comfortable to talk with	39
A.16	Registration staff are helpful	37
A.51	Student lounge adequate for student needs	37
A.52	Computer labs equipped well enough for students' needs	35
A.55	Satisfied overall with campus facilities (including restrooms, telephones, ATMs, etc.)	35
A.2	Can obtain information about RCC services needed	34
A.11	Would recommend services of Counseling Department to all new students	33
A.31	Bookstore staff helpful	33
A.37	Information in class schedule well organized and easy to find	33
A.1	Can obtain information on a program needed	31
A.15	Sufficient "off-hours" access to registration	31
A.3	Information related to careers and majors at RCC is easy to receive	31
A.19	Statement of account is easy to read	30
A.58	Campus is safe	30
A.14	Length of time it takes to register is reasonable	29
A.33	Sufficient variety of class offerings at RCC	29
A.53	Enough open computer lab time is available	29
A.54	Classrooms are well equipped and well maintained	29
A.18	Satisfied with onlline registration services	28
A.36	Class schedule provides information needed to plan courses	28
A.7	Program advisors knowledgeable in many areas	28
A.23	Financial aid staff are knowledgeable about financial aid programs	27
A.47	Resume writing, interviewing, and job placement activities necessary	27
A.9	Counselors knowledgeable in many areas	26
A.39	Satisfied with quality of curriculum and programs at RCC	25
A.4	Process for getting started at RCC is well organized	25
A.8	Easy to make an appointment with program advisor	25

Summary of % Strongly Agree
Redwood Campus
(Part 2 of 2)

A.10	Easy to make appointment with counselor	24 %
A.30	Sufficient "off-hours" access to bookstore	24
A.57	Parking lots are safe	24
A.21	Sufficient information about when and how payments can be made on account	23
A.24	Financial aid staff are helpful	23
A.29	Bookstore is well stocked for student needs	23
A.12	Personal counseling services offered by knowledgeable professionals	21
A.38	Satisfied with availability of faculty at RCC	21
A.6	The orientation experience is useful and important	20
A.25	Financial aid award processed and available when needed	19
A.35	Sufficient variety of "off-hour" classes to fit schedule	19
A.27	Satisfied with online financial aid services	18
A.26	Web-based financial aid information and processes useful	17
A.32	Satisfied with online bookstore services	17
A.34	Sufficient variety of class times to fit schedule	15
A.56	Adequate parking for students	15
A.20	Sufficient "off-hours" access to business office	14
A.42	ASRCC is open to students' suggestions and opinions	14
A.45	Student ID card useful	14
A.22	Satisfied with online payment services	13
A.41	ASRCC effectively represents the student body as a whole	13
A.44	Student Handbook helpful	13
A.48	Adequate information received about Student Employment Center at RCC	13
A.28	Satisfied with online loan application services	12
A.40	ASRCC effectively publicizes its events	12
A.46	Sufficient student activities to support interests and keep involved at college	10
A.43	Campus bus service adequate	8
A.17	Easy to register with telephone registration	7

Summary of % Strongly Agree
Riverside Campus
(Part 1 of 2)

A.31	Bookstore staff helpful	36 %
A.49	Important to have art galleries available on campus	35
A.5	Placement test staff are welcoming and helpful	34
A.13	Staff member on campus who is comfortable to talk with	30
A.19	Statement of account is easy to read	30
A.11	Would recommend services of Counseling Department to all new students	28
A.51	Student lounge adequate for student needs	28
A.16	Registration staff are helpful	26
A.24	Financial aid staff are helpful	26
A.23	Financial aid staff are knowledgeable about financial aid programs	25
A.1	Can obtain information on a program needed	24
A.21	Sufficient information about when and how payments can be made on account	24
A.37	Information in class schedule well organized and easy to find	24
A.55	Satisfied overall with campus facilities (including restrooms, telephones, ATMs, etc.)	24
A.2	Can obtain information about RCC services needed	23
A.7	Program advisors knowledgeable in many areas	23
A.8	Easy to make an appointment with program advisor	23
A.18	Satisfied with onlline registration services	22
A.39	Satisfied with quality of curriculum and programs at RCC	22
A.54	Classrooms are well equipped and well maintained	22
A.9	Counselors knowledgeable in many areas	21
A.14	Length of time it takes to register is reasonable	20
A.15	Sufficient "off-hours" access to registration	20
A.3	Information related to careers and majors at RCC is easy to receive	20
A.4	Process for getting started at RCC is well organized	20
A.47	Resume writing, interviewing, and job placement activities necessary	20
A.58	Campus is safe	20
A.52	Computer labs equipped well enough for students' needs	19

Summary of % Strongly Agree
Riverside Campus
(Part 2 of 2)

A.25	Financial aid award processed and available when needed	18 %
A.29	Bookstore is well stocked for student needs	18
A.36	Class schedule provides information needed to plan courses	18
A.53	Enough open computer lab time is available	18
A.6	The orientation experience is useful and important	18
A.38	Satisfied with availability of faculty at RCC	17
A.10	Easy to make appointment with counselor	16
A.26	Web-based financial aid information and processes useful	16
A.50	Food service adequate for student needs	16
A.12	Personal counseling services offered by knowledgeable professionals	15
A.27	Satisfied with online financial aid services	14
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A.20	Sufficient "off-hours" access to business office	13
A.33	Sufficient variety of class offerings at RCC	13
A.45	Student ID card useful	13
A.22	Satisfied with online payment services	12
A.28	Satisfied with online loan application services	11
A.32	Satisfied with online bookstore services	11
A.30	Sufficient "off-hours" access to bookstore	10
A.34	Sufficient variety of class times to fit schedule	10
A.43	Campus bus service adequate	8
A.35	Sufficient variety of "off-hour" classes to fit schedule	7
A.46	Sufficient student activities to support interests and keep involved at college	7
A.48	Adequate information received about Student Employment Center at RCC	7
A.57	Parking lots are safe	7
A.17	Easy to register with telephone registration	5
A.42	ASRCC is open to students' suggestions and opinions	5
A.40	ASRCC effectively publicizes its events	4
A.41	ASRCC effectively represents the student body as a whole	4
A.56	Adequate parking for students	3

EXECUTIVE SUMMARY (cont)

Satisfaction by Attribute – Winter 2001 vs. Winter 2000

This year, the evolvement of the Student Satisfaction Survey enables RCC administrators, faculty, and staff to track ratings on 24 attributes. These attributes were asked in the Winter 2000 survey as well as in this Winter 2001 study. This ability to track progress from survey to survey provides valuable information on the success of RCC programs and services, especially for efforts associated with budgeting and the strategic plan.

The table on the following page summarizes these comparisons for RCC in total as well as for Redwood and Riverside campuses separately. The data suggest that the opening of the Wards Building in downtown Medford has had a notably positive impact on student satisfaction.

Summary of % Strongly Agree – Winter 2001 v. Winter 2000
Redwood and Riverside Campuses

W01 Q#		RWC-RVC W01 (n=269)	RWC-RVC W00 (n=311)	RWC-RVC Pt Diff	Redwood W01 (n=120)	Redwood W00 (n=156)	Redwood Pt Diff	Riverside W01 (n=149)	Riverside W00 (n=155)	Riverside Pt Diff
51	Student lounge adequate for student needs	32 %	19 %	13	37 %	31 %	6	28 %	7 %	21
50	Food service adequate for student needs	27	17	10	41	30	11	16	4	12
15	Sufficient "off-hours" access to registration	25	16	9	31	17	14	20	14	6
55	Satisfied overall with campus facilities	29	20	9	35	22	13	24	18	6
54	Classrooms well equipped and well maintained	25	18	7	29	19	10	22	17	5
53	Enough open computer lab time available	23	18	5	29	21	8	18	15	3
14	Length of time to register reasonable	24	20	4	29	20	9	20	19	1
29	Bookstore well stocked for student needs	20	18	2	23	19	4	18	17	1
56	Adequate parking for students	8	6	2	15	8	7	3	4	-1
30	Sufficient "off-hours" access to bookstore	16	15	1	24	17	7	10	14	-4
33	Sufficient variety of class offerings for my needs	20	19	1	29	21	8	13	17	-4
52	Computer labs equipped well enough for my needs	26	26	0	35	33	2	19	19	0
35	Sufficient variety of "off-hour" classes to fit schedule	13	12	-1	19	12	7	7	12	-5
39	Satisfied with quality of curriculum/programs at RCC	23	24	-1	25	30	-5	22	17	5
34	Sufficient variety of class times to fit my schedule	12	14	-2	15	14	1	10	13	-3
25	Financial Aid award processed/available when needed	19	22	-3	19	19	0	18	26	-8
58	Campus is safe	25	28	-3	30	37	-7	20	19	1
4	Process for getting started well organized	22	26	-4	25	23	2	20	28	-8
9	Counselors knowledgeable in many areas	23	27	-4	26	28	-2	21	27	-6
10	Easy to make appointment with counselor	20	25	-5	24	28	-4	16	23	-7
38	Satisfied with availability of RCC faculty	19	24	-5	21	34	-13	17	15	2
57	Parking lots are safe	15	22	-7	24	30	-6	7	13	-6
23	Financial Aid staff knowledgeable about programs	26	35	-9	27	32	-5	25	37	-12
24	Financial Aid staff helpful to me	25	38	-13	23	35	-12	26	41	-15

RECOMMENDATIONS

The recommendations and responses that follow focus on issues that received the greatest number of comments and/or programs and services whose general satisfaction rating decreased from the previous year. Appropriate action in some areas may be strongly influenced by available resources and budget constraints, and other areas may not be under the sole control of the RCC board and administrators. The inherent nature of each campus (urban vs. rural) and the differences in the demographics of students surveyed at each campus is also a factor in student ratings and the RCC response to issues.

Category	RVC	RWC	Total
Females	57%	54%	56%
Males	43%	46%	45%
Students Surveyed	149	120	269
Average Credit Load 013Q	10.7	11.1	10.9
Average of Cumulative Credits	37.6	67.1	52.35
% First Term Students	24.30%	13.80%	19%
% Students with >90 Credits	8.40%	27.80%	18%
% Students on Financial Hold	10.90%	7.60%	9%
% Students on Academic Probation	14.40%	5.60%	10%
Average Student Age	30	29	29.5

These recommendations and responses are based on ratings of the closed-ended questions in the survey instrument as well as verbatim comments offered by students. Recommendations are made generally, although a few may be more applicable to a specific campus or student population.

- ASRCC:

  The newly established Student Life Department will develop student life opportunities at the Riverside campus and the Student Services Division will explore the feasibility of assigning additional staff and resources to this area.

  The Student and Administrative Services Divisions will work together to provide adequate funding for the annual publication of the student handbook and student ID cards.

- Childcare (RVC):

  The College is currently in negotiation with the Rogue Valley Family YMCA to provide childcare services for students attending the Riverside Campus in Medford.

- Class Advising:

  The Counseling Department, in collaboration with Instructional Services, will continue to improve training and availability of program advisors.

  The Counseling Department will also review the process for making an appointment with counselors to ensure the least amount of wait time for students.

- Class Scheduling:

  Students often wonder why courses are scheduled infrequently and at limited times. The College has always made every effort to provide a broad range of course offerings responsive to student need. The following attempts to answer some of the more frequently asked questions in regard to how course scheduling decisions are made.

  When are the most popular times for classes?
  At our Riverside Campus in Medford, for example, peak times of course offering, based on student demand, are Monday through Thursdays from 9 AM to noon, and in the evening between 6 and 8 PM. At the Redwood Campus in Grants Pass, by contrast, demand is strongest for classes between 8 AM and 3 PM with relatively light evening attendance.

  Why are more night classes not made available?
  Limited state funding has resulted in very close review of enrollment patterns and, unfortunately, a reduction in the number of classes. This fall RCC is offering 112 credit classes in 15 program areas after 5:30 PM throughout our region – a number which because of budget limitations is 20% lower than those available one year ago. To offer more night classes, however, would disadvantage a much greater number of students who benefit from attending courses during peak hours of the day.

  Why is the college expanding its distance learning offerings?
  Telecourse and web-based offerings have expanded largely because of their popularity with students who prefer courses that are not time and place dependent. Not every student finds these courses suitable to their particular learning styles, so virtually all such courses are also offered in a conventional classroom format.

  Why are some classes only offered once a year?
  Most professional-technical programs still assume a fall quarter start point in which students work their way up a stair-step sequence of courses. In practice this means that many courses are offered only once each academic year. Many liberal arts courses, however, are offered every term and, whenever possible, students who begin programs out of sequence are provided alternative course opportunities.

About more entry-level evening classes?
Many technical programs do offer a small number of introductory evening classes to allow prospective students to better decide whether they wish to enter a particular career path. Few programs are large enough to support both day and evening learning cadres. Providing the most service to the most students' dictates that programs are by and large offered during the day.

Enrollment Services will also review the appropriateness of a "Request a Class" feature in the registration system as a way to gain more specific information on class times and variety courses desired by students

- Financial Aid:

The Financial Aid department will revise the on-line student loan application process for Financial Aid students to reduce processing time. In addition, the Financial Aid Department will establish customer service training for staff and work with the Dean of Students and Director of Student Budget & Planning to fund additional staff.

- Food Service:

Administrative Services, in collaboration with Student Services, will coordinate with local restaurants in the Riverside Campus area to make students more aware of options and prices downtown and to encourage use of the student ID card for discounts in restaurants in the downtown Medford area.

- Registration:

Enrollment Services will assess and conduct research among students who use the telephone and on-line registration systems to more clearly identify specific frustrations or glitches and monitor the length of time required to register. This effort will also include tracking the usage of the various technologies available for registration and ensuring efficient technology support during high periods of demand.

Enrollment Services continues to offer on-site and in-person registration and technical support for students that may not feel comfortable utilizing the new technologies.

- Parking and Security:

Administrative Services will assess city parking improvements made during the Summer and Fall of 2001 and continue involvement, with the Medford Urban Renewal Agency (MURA) parking committee, the Medford City Council, RVTD, and interested student groups to review adequacy, lighting and security of parking at the Riverside Campus.

Administrative Services will continue to track the ratio of parking spaces to students and staff.

- Sports:

The College will continue to provide intramural sports as requested when sufficient interest is shown and consider development of a broader sports program, if the Board approves, at the proposed third campus.

- Staff and Faculty (RVC):

Student Services Administration will develop a customer service model and work with staff to engage in appropriate customer service practices. Student Services Administration will also monitor the ratio of staff to students served.

- Transportation:

Administrative Services, in collaboration with Student Services, is investigating the cost of possible van shuttles between Redwood and Riverside Campuses. Data is also being collected to project ridership to request expanded service from RVTD and Josephine Community Transit. Additional routes have been established between the Illinois Valley and the Redwood Campus beginning Fall, 2001.

- Misc.

Auxiliary Services will obtain information on student needs in regard to the bookstore inventory.

Student Employment Services will more broadly publicize information about Student Employment Services. This began in fall 2001 with a job fair held at RVC and RWC in the student centers.

Appendix A

Representative Verbatim Comments and Suggestions for Improvement

Redwood Campus

These comments represent approximately 90% or more of all written feedback, given with spelling and punctuation edited, but otherwise left unchanged. Certain comments (when limited to a single word, or a clear duplicate of ideas already presented) have been eliminated for reasons of length. Because of the frank nature of many of these remarks, it is understood that this material is to remain an internal document, with circulation limited within divisions to those who have the responsibility for making appropriate adjustments to improve institutional quality.

Many, but not all, students offer written comments. Thus, it is important to put comments in context by comparing what is said with ratings given by all students in a particular area. These comments can provide further insight into reasons for ratings given, and the two – ratings and written comments – go together to paint an accurate picture of student opinion.

REDWOOD CAMPUS

I enjoy attending RCC and think it provides the necessities to become successful. It helps me a lot to get started in my career, and I learn new things daily. The teachers are inspiring and extremely knowledgeable. The Tutoring Center is very effective.

I am in Moving On and without this program, I wouldn't be in college.

RCC is cool!

Very good school to attend.

Books/Bookstore

The bookstore is a rip off. Classes are too spread out.

Why do the books have to be so expensive? I do not have access at home for online services—otherwise would use.

Bus Service

I would like the bus to leave later than 4:45. I don't have access to online services.

It would be nice if there was another bus that ran one-half hour apart and if the bus ran as long as campus was open.

Two bus runs an hour would be better and later bus runs during the week would be helpful for those of us who need to stay late to do out-of-class assignments and use it "solely" for our transportation services

I would like to request more parking closer to the main buildings. The bus does not run long enough in the evening--it should also come twice an hour. Thank you.

I have heard bus the bus system is a problem as in being unable to take late classes. Overall, it is a good system. The instructors have always been willing to meet and help!

REDWOOD CAMPUS (cont)

Classes

There are not enough classes available in the evening (after 4:00) for full time workers. It is VERY HARD to do G.E. classes via night courses and telecourses.

I think that RCC should have more times for some classes. Altogether, my schedule has gone pretty well.

Times and days of future classes are often changed by the time that term arrives—this has affected my long term scheduling.

RCC has much to be proud of. The biggest problem seems to be arranging class schedules to provide adequate opportunities for those students wishing to transfer to get their required classes.

More classes!

All classes required for obtaining 2-year degrees, i.e., Helpdesk, should be offered on this campus.

The holistic writing for the writing classes is lame.

I am a full time student working on a two-year degree. The past two terms and the next one I am being forced, due to scheduling, to attend night classes. There is no nighttime childcare available on campus, and it is a great inconvenience to be forced to attend night classes. I am also dissatisfied with being forced by scheduling to take telecourses.

I feel that RCC needs to offer entry level classes for those students who work full-time so that classes don't interfere with those of us who work.

Need more classes; parking at the Medford campus; also we need more classes offered for working people—more night classes.

I feel that the MWF classes are a disadvantage. It seems like we just get started and then the class is over. I would like to see our classes put up to an hour and 40 minutes, like the Tuesday and Thursday classes.

I feel that all of the required math courses are unnecessary and are a waste of my time and money. The math lab is helpful. Some of the courses which we need to take (prerequisites) I feel are not needed. GREAT INSTRUCTORS! VERY PLEASED!

REDWOOD CAMPUS (cont)

Counselors/Advisors

There could be more career counseling offered. Let the students know about classes they need before they register.

Make sure the counselors know what specific classes you need to take for a certain degree AA/OT, so we don't have to take classes we don't need. Some counselors seem like they don't know what they are doing.

I have only had experience with one counselor/advisor. My advisor has been very helpful with getting my schedule figured out and with helping me register and with any questions I have.

The advisors need to be more up on what the other counselors are doing, and if they do not know what is going on, they should try to find out what the student needs and not just put them somewhere to get them out of their office. It took me one term to find a counselor that knew what I needed to transfer to an engineering school. Once I found my advisor, my troubles were over. More people need to know what this man knows!

Faculty

My instructor in Auto Tech, is very knowledgeable and is an overall nice guy. The WR115 instructor is a joke.

I love having [one of my teachers]. I think that [one of my teachers] is a poor example of a good instructor. She needs to be evaluated!! I have been a student at RCC for three years, and my best experience has been in [one of my teachers] classes! He is admirable.

My writing teacher really sucks. He has a way of teaching that is just very lame and another thing, he smells funny! I really recommend investigating his teaching habits! Other than that, I have no other problems, just that writing teacher!

The Writing, WR 115, teacher is a joke. He doesn't teach at the level of the class, he teaches above the class and doesn't stop to give us time to understand. The Art program is great. I am learning a lot and all the teachers have what it takes, and they are excited to teach us, and they make learning fun. But the Arts Program needs more money, and it needs up to date cars.

REDWOOD CAMPUS (cont)

Financial Aid

I suggest hiring more people in the financial aid department. I am very disappointed with financial aid. Things are not done in a timely manner and those who handle our cases are very rude on the phone. The financial aid department has given me bad feelings about RCC.

So far, I have enjoyed my school experience. The only thing I have ever been really dissatisfied with is the financial aid [staff member]. [They were] rude [and] often acts disinterested. Other than that, I'm pretty happy.

Food Service/Student Lounge

I think that chicken strips should be a permanent food item on the menu!

More variety of food in cafeteria, more natural food, not deep fried or grilled or baked.

We need less fried foods in the cafeteria. We need more lights for better security, especially at night

Please fix the fireplace in the student lounge.

A pool table would be a great addition to the student lounge area.

Miscellaneous

Need more parking; longer computer hours; more places to plug a laptop into the network.

When considering more parking, please take into consideration the natural wetlands on campus.

Student Government needs to sponsor more events such as the "Back to School Bar-b-que". It gets everyone together to share good times and uplift spirits that may be down because of stress. They are so fun. Maybe a dance (casual) would be fun also.

ASRCC is a joke. They are paid for doing nothing. I would like to see some engineering courses.

REDWOOD CAMPUS (cont)

Miscellaneous (cont)

We need a pool table in the lounge. We need headphone hookups and MIDI programs for the computer labs. ASRCC rarely represents anybody or anything. All they do is funnel off money for their "private parties" and barbeques. They need to help inform students about activities they could join in. Fire [instructor].

More parking; friendly, organized financial aid (lost? 4 MPNs!!); ASRCC needs older, more mature, representatives; the cafeteria needs a salad bar and healthier alternatives; ability to charge books online to my financial aid.

Overall, I am really happy to be attending RCC as an older student. Here are just a few suggestions for improvement: please offer night computer typing, night typing skill building, and summer literature classes. Also, please have the bus run at night.

The levels of bureaucracy for a school of this size is unnecessary. I had to talk to three different people to get registered for class—what's up with that?

New chairs are needed in the classrooms.

More full-size desks in all classrooms.

Lower book prices; more parking; rethink required classes for criminal justice degrees.

We need to add a few sports programs.

We need a sports program.

Some departments are very unhelpful and have made too many mistakes on my credit card classes.

Well, let's see: I can't download on the computers; prices were raised in the cafeteria; I have to go to school on Friday; I got [cheated] out of graduating this year; and now I'm wasting my time filling out a survey. I guess I really can't think of anything to complain about...yeah right!

We paid a lot of money to get through this Nursing Program. We were counting on a donation for our pinning ceremony as we were told we would. Now, we are informed there are no funds available three months before graduation! This puts us in a bind. That doesn't say a lot for the college.

REDWOOD CAMPUS (cont)

Miscellaneous (cont)

Try over-budgeting next time so that we can have a warm classroom and money for our nursing pinning ceremony like all the other classes have gotten.

I cannot afford $45 a credit; I'm going to have to drop out. The director of the Grants Pass Fire Science Program never returned any of my calls. I still like the college though (but food is too expensive). I hate WR121—it is pointless, watered down, and boring.

Another great way to spend my time.

Appendix B

Representative Verbatim Comments and Suggestions for Improvement

Riverside Campus

These comments represent approximately 90% or more of all written feedback, given with spelling and punctuation edited, but otherwise left unchanged. Certain comments (when limited to a single word, or a clear duplicate of ideas already presented) have been eliminated for reasons of length. Because of the frank nature of many of these remarks, it is understood that this material is to remain an internal document, with circulation limited within divisions to those who have the responsibility for making appropriate adjustments to improve institutional quality.

Many, but not all, students offer written comments. Thus, it is important to put comments in context by comparing what is said with ratings given by all students in a particular area. These comments can provide further insight into reasons for ratings given, and the two – ratings and written comments – go together to paint an accurate picture of student opinion.

RIVERSIDE CAMPUS

Overall, I have been satisfied with the teachers and most advisors.

Overall, the basic services of RCC are fairly good.

The determining factor on why I "did" attend Rogue was the counselor. She was "very" helpful and encouraging. I became excited about classes, and once I started RCC, I have not had any complaints. The faculty and classes are great and affordable.

Many excellent instructors!

The new additions and improvements have been great.

Overall, I love this school.

Classes

We are covering too much information in math at one time. People on financial aid need to be able to really know this stuff. Moving on, with up to four different ways of doing problems, and not really being sure of what your doing before moving on to more, is way too demanding and setting people up for a fall.

I am very unhappy that chemistry class wasn't offered for this term, and next term is offered but only at night (too late). Also, the holistic is very sad because it is not fair to fail it just because of one essay. (Anybody can have a bad day or have test anxiety and not do good.) It is not fair.

You should change the way you figure the GPA using A=4, B=3, C=2, D=1, F=0, like the grade reports show. When you assign the points, it can make a difference on if someone keeps their financial aid or not, when, with the other system, the GPA would have been sufficient.

We need more night classes. I am a full time worker, and I cannot go to college during the day. So please add some more night classes. For Example: Math, English and Science, Chemistry and Anatomy.

Parking is a major problem as well as some classes. Only having one offering per year of Spanish I—this class should be expanded since Spanish is more prevalent in the Valley, and people are trying to learn it.

RIVERSIDE CAMPUS (cont)

Classes (cont)

For those people who work during the day, some later class times would be convenient. For example, next quarter there is only one offering of a math class I need, and its start time is too early for my schedule. If there are a limited number of offerings for a class, these classes should start in the late afternoon or evening.

The only real problem I have encountered is having to wait a whole year to take a class because it is only offered once a year—for example, PSY 215—it conflicts with my general science block, so I have to wait until Spring 2002—that is ridiculous.

I hear that the RCC budget needs to be cut, causing some classes to be dropped. Unfortunately, that is one of the problems I see. I think that all classes need to be available at both main campuses, and parking needs to be addressed at Medford.

It would be great to have some extra classes on Saturday.

One thing is, I wish there were more late-afternoon, evening, and weekend classes. The second thing is there is no bus service after 5:30 PM or on weekends. I know the bus problem isn't the school's fault, but it is hard to work and go to school, especially if you don't have a car. Also, are there counselors who can help students find jobs in fields they are interested in and with schedules which allow them to go to school?

It would be really nice if you had the Human Services classes I need here in Medford, and also Saturday classes would be great. I also think there should be some kind of tuition break for those who work, pay bills, and still go to school!

Facilities/Equipment

Computers and software are not adequate for classes (too slow for illustrator software extremely outdated for HTML). Internet access is abominably slow. Available computer space is good.

Bigger classrooms and parking would be nice.

I think that the younger students would like to see a bigger variety of P.E. courses and a gym location at RCC. Thank you.

It seems that the science labs need better equipment to follow the curriculum.

RIVERSIDE CAMPUS (cont)

Faculty/Staff

We need more counseling advisors

When I became interested in attending RCC, I called registration, and they were very rude to me. I went ahead, after a while, and came into RCC, and the information desk was unhelpful and very short with me.

You lost my application. [Staff member] supposedly sent it back to me, and it could not be found anywhere. I was ignored and almost, in not so many words, accused of lying. When I finally came up with the proof to my story, I got a long verbal apology. Now that I am in the class, after waiting one year, the instructor, [instructor name], is awesome. She is very informative and teaches to everyone's needs. Thank you for hearing me out.

People are inpatient with students. A lot of the staff are very rude. It is unacceptable.

Do not lose my paperwork and bump me back a year. It was lost three times. I am a year back because of inefficient staff (yes, I'm pissed). As to the EMT courses, now EMT or fire personnel should be first to non-EMT or fire personnel.

It is very difficult to contact EMS staff. Staff does not return telephone calls. Need more EMT-Basic classes.

Counseling and advising needs improvement. I have been here two years, and I have never seen the same advisor twice. The parking is limited and has short time limits.

I did not have good information that it was mandatory that I speak to an advisor about classes or I might not be able to register for them. Parking is also a joke for many classes that might be over two hours or back-to-back classes.

The people at this college (with a few notable exceptions) seem more interested in getting a paycheck than helping students. I have been left frustrated and dissatisfied on many occasions. The only reason I come here is that I can't afford more. There are a few wonderful people here, but there needs to be more. The classes are easy and rarely challenging, and the grading system in most cases is a joke.

I waited two hours for an appointment to have my classes approved by a counselor (after having attended RCC for 1-1/2 years) and the counselor told me to hurry up and finalize my classes because she wanted to go to lunch! I was in her office for a total of 3-5 minutes! Who is ASRCC?

RIVERSIDE CAMPUS (cont)

Faculty/Staff (cont)

I have to work with too many advisors because of my disabilities and special needs. I would like the transitions between terms (registration) to be smoother in my case. I would like more access to adaptive equipment and quicker than it happens. I would like the special services department to be willing to help the disabled get things going before the term begins so that I do not get behind in my classes waiting for my needs to be met. Different types of food should be offered.

Please teach the Financial Aid office personnel that it is important to give new applicants detailed information about what procedures will take place and how long the procedures take instead of giving generalizations. They have to convey that the entire process is two application procedures and how long both together will take.

It would be helpful for students and teachers if more of RCC's teachers held full-time positions with office space and hours.

It would be helpful during registration for the counselors to schedule appointments for the students who need to talk to them before they can register. We do need more parking please.

Academic advising is horrible. Numerous times there have been students waiting to see advisors while the advisors are heard talking to one another about how busy they are. Advising for transfer to SOU and review of transcripts from other community colleges by RCC staff is in a sad state. I have found my teachers to be knowledgeable and helpful, while other professional staff has been poor. Parking is less than acceptable. It is an "all day or move your car multiple times" situation.

Holistic Exam

The holistic test, while I understand its importance, I have a big problem with dropping the student from his or her class without reimbursement. Some of these students have a very limited budget. My wife and I live in low income housing with food stamps. To drop me from my class without reimbursing me halfway through the semester is highway robbery. If this happens, you can expect me to throw a huge fit in the office until this problem is resolved!!!

I think that the holistic exams in writing classes should not determine whether a student passes or fails.

RIVERSIDE CAMPUS (cont)

Holistic Exam (cont)

Education officials should rethink the writing requirements when it comes to the bogus holistic exams. They should be given at the beginning of the term so that if the student is not ready for WR121, they will not have to lose money by not passing the test. Parking availability is nonexistent.

Parking

My biggest problem is the parking.

Parking is horrible.

Parking, parking, parking. There needs to be a more permanent solution. Once the new library goes in, there will be even less space available with the additional load.

Need more PARKING!

Need more parking and get the City to eliminate one-hour parking.

The parking situation is extremely bad. I have received two parking tickets in the last two weeks due to the lack of space and time limits.

Better lighting is needed in the parking lot behind "D" Building.

I think that the only area overall that needs improvement is the parking situation, such as the amount of parking and the knowledge of the students of where not to park! Specifically, blocking others' cars in the parking lot.

This will be the only class I take at this campus so other than the parking issue, I am not familiar enough with the school.

There should be more lighting available on all parking lots for those who have night classes.

Improve the parking problems. I have received two parking tickets in one term. My teacher had to leave once to move his car.

Parking in Medford is virtually non-existent unless you show up 45 minutes before class.

RIVERSIDE CAMPUS (cont)

Parking (cont)

More parking would be great. A time limit for student parking in 2-hour/1-hour spaces should be extended. How about a parking pass for students to use in city lots extending time from 2 to 4 hours?

The parking at RCC is ridiculous. Many, many times I arrive 15 minutes before class starts, and I am late. Make more parking—it is terrible. RCC should have been put in where Winco Foods is now. There would have been plenty of parking and easy access.

Parking problem!

We really need more parking or longer parking areas. The 2-hour parking is too short. I have had too many parking tickets and lack of parking causes me to be late for classes. Parking is really the only reason for being only "satisfied" with RCC.

Parking is a problem. There are not enough parking spaces to allow moving of vehicles when the time limit has expired.

Registration

Computer registration is great, but the glitches in the system make it very frustrating. For example, the computer will not let you register for a next level class if you are currently taking the level before it or you have competed the requirement under a different name at a different institution.

Online registration is awesome to have but still has a lot of bugs to work out. Need more parking lots, not one-hour street parking!

The bookstore needs to be open longer during registration, etc.

Registration for transfer students is terrible! I already have a Bachelor's Degree and am taking limited upper division classes, but because I have never attended RCC, I must register with incoming freshman who have 0-6 credits! These classes are all closed when I am allowed to register. I am more than qualified to take these classes. Fortunately, my advisor registers for me when she can. Credits should actually transfer rather than just apply towards RCC degree requirements. More Parking!!!

RIVERSIDE CAMPUS (cont)

Miscellaneous

Parking is a problem. The City should be more accommodating—after all, the college has brought new life to downtown. The new bathrooms are quickly deteriorating—regular maintenance should be more regular or more thorough. Smoking right outside the doors makes walking outside a breathtaking experience.

Having a security guard on duty for our parking lots around dusk; childcare services on campus; more times available for classes.

Medford RCC needs daycare services; needs more available parking; needs a cafeteria.

Parking is hazardous! (at Riverside campus only.)

Financial Aid is understaffed and underinformed. The parking is awful, and when the library is built, it will be even worse. ASRCC: What is it, Who is it?

Parking is a major problem here. There is no parking available and no lighting at all for people that take night classes. You need to have the more popular classes offered many more times, i.e., Spanish I.

Parking will continue to be a <u>big</u> problem until a parking structure is completed. It is difficult to obtain a 2-year degree, AAS Degree in Fire Science, when there are some required classes that are only offered once every two or three years. The Grants Pass campus has a decent cafeteria for students--can something with more of a menu be implemented at the Medford Campus? <u>Parking, Parking, Parking</u>!

Improve parking arrangements--longer time periods in parking lots and more parking lots. The buildings should be closer together, to make attending classes easier.

Parking is awful. There are no snack machines in D Building and not enough lighting in the back parking lot.

We desperately need better and safer parking. There needs to be better advertising about events from different clubs.

I would like to see more security guards at night walking around the campus and in the parking lots. Parking at RCC Jackson County location is not suitable for students' needs. Staff members are always obtainable whenever I need help with anything, and I appreciate them immensely.

RIVERSIDE CAMPUS (cont)

Miscellaneous (cont)

Parking; more math classes—too few are offered in III.

Parking is horrible. Also, I would like to see a better food service like in Grants Pass. (But the food and service available is great.)

Parking is a huge problem for all students and it would be very appreciated if the school could deal with this. Counselors in admitting are not efficient at all. There seems to be way too many personal things and conversations going on.

There is not enough food at the lounge. There is not enough parking for the amount of students unless you want to walk a few miles. And because of that, people park crazy and block your car in--it has happened to me four times, and I have only been here for this term. We would like a real student campus like Grants Pass has.

Parking is usually troublesome. Very high quality EMS instructors.

Parking can sometimes be difficult. While I am very pleased that RCC has been getting larger and expanding, their Applied Sciences and Vocational Curriculum's larger classrooms would be useful and more comfortable.

Not enough parking and open labs (without classes going).

The parking situation is atrocious, and the variety of times that required classes are offered are insufficient for the average working student.

Definitely need more parking! The bookstore is too small. There is not enough room to walk around. The bookstore doesn't buy back very many books, and if they do, they do not give you enough considering you are going to apply that money to other books—they should since you buy more in return. Oh yeah, did I mention the parking!!!

The parking at this school is not enough. Also, more classes at different times should be offered. Just because it is spring, doesn't mean that I don't still need the first class in a sequence.

I like the advantages of a community college right here in Medford. I am very unhappy with the parking situation. There is available parking, but it is 1 to 2 hours, and my classes are 3 hours. I am also dissatisfied with the staffs' attitude. Most of the staff is snotty, which I find insulting since I am paying them.

RIVERSIDE CAMPUS (cont)

Miscellaneous (cont)

My advisor, [advisor name], is so helpful in helping decide what classes I need for my transfer degree. But, the school parking needs some serious help! I mean, it is hard enough having to stress over tests and homework, hey, lets add another challenge! PLEASE put in another parking lot!

Parking sucks! And most of the staff seem unhappy.

Dealing with registration, etc., especially for new students is very frustrating! Parking is bad too.

The parking completely sucks. I can never find spots at certain times on certain days. The holistic exam, in the writing department, should be eliminated. It is not fair to have to drop a class and retake it if you fail a test that has no effect on your grade.

Parking is inadequate and not completely safe. Online registration is difficult and unreliable. Classes that should be available here because of size and attendance are only available in Grants Pass. There is no way to suggest new courses.

Some of the texts used are in error, or for example, "Intro to Judicial Process" is a ridiculous study material. The math text has errors in how-to solutions.

We need a daycare facility at the Medford campus. Some people cannot afford the daycare cost and are limited to times when they take classes.

More information about prerequisites needs to be posted.

Indicating where and who to talk to about who the different culture counselors are would be helpful and how to get involved would be helpful as well.

Thank you for your opportunities and support for students' needs.

Taking only one class—some questions do not apply.

RIVERSIDE CAMPUS (cont)

Miscellaneous (cont)

There is not enough parking for morning or night classes. Who wants to park in the dirt parking lot and have a class in "G" Building until 9:30 at night? RCC may be safe, but Medford is not. The bookstore doesn't ever have enough books and didn't even order a book for me for my classes. The counselors aren't always available. And when an instructor is going to be sick, all students should be informed. Coming to class to find out is not good! Need food services like the Grants Pass campus. Financial Aid needs to find more help for study TR with full time jobs. Just because we make enough to work doesn't mean we have enough to go to school!

Need paper recycling bins! Disorganized registration, Web registration is rarely smooth, often need counselor to waive prerequisites. Parking is poor.

Don't feel anyone should receive a position (or bump) EMT or Fire (full time) Personnel from EMT-Basic-I.

More parking; no holistic exams.

We need to be alerted, before we buy, that a book is going to be canceled and not bought back at the bookstore.

For a community college, it has supplied the right facilities for my needs.

Classrooms in the "A" Building have poor lighting, especially when trying to see the front board. Students need to be forewarned when books will not be bought back. There needs to be more security guards around the campus/parking lots at night. I would appreciate more options/methods for tuition payment.

Building a new building and updating faculty offices is more important than improving student concerns with parking. Sticking the students in the basement is not good for learning. Night classes in the science department are not offered enough to allow taking all classes in Medford.

I am sure you know, but the parking is really bad. I can never find a place to park, and I have paid a lot of parking fines. Please work on finding us more parking. Full-time teachers would be nicer and more experienced than a bunch of part-time teachers.

RIVERSIDE CAMPUS (cont)

Miscellaneous (cont)

Holistic exams, paved parking area, why are classrooms in basement classrooms without window. Espresso is nice, financial aid, and registration are easy and quick.

There needs to be more parking designated for RC students. The Financial Aid Department needs to have more funds available to them. Loan checks should be allowed to be picked up.

Sample Summary

Rogue Community College
Student Satisfaction Survey, Winter 2000
Management Report – Redwood and Riverside Campuses

Sample Summary – Redwood and Riverside Campuses

Class	Title	Loc	Day	Time	Sample
Transfer					
BI211	General Biology I	RWC	T	4:00-6:50 PM	13
GS105	Physical Science: Chemistry	RVC	TR	1:00-2:20 PM	26
HUM102	Introduction to Humanities	RWC	TR	1:00-2:50 PM	11
MTH243	Probability & Statistics	RWC	MTWR	1:00-1:50 PM	8
PSY201	General Psychology I	RVC	MWF	2:00-2:50 PM	13
SOC205	Social Stratification & Social Systems	RWC	MWF	1:00-1:50 PM	9
SPAN102	First Year Spanish II	RVC	TR	12:30-2:20 PM	16
WR121	English Composition I	RVC	MWF	2:00-2:50 PM	11
				Subtotal:	***107***
Prof/Tech					
AM121	Auto Starting & Charging Systems	RWC	TR	1:00-3:50 PM	9
BA121	Introduction to Accounting	RVC	MW	10:00-11:50 AM	8
CJ201	Juvenile Delinquency	RWC	MW	10:00-10:50 AM	18
CS125CI	Computer Illustration	RVC	TR	1:00-2:20 PM	9
EET240	Computer Soft/Hard Architect I	RWC	MW	8:00-9:20 AM	4
EMT131	EMT - Basic I	RVC	T	6:00-9:20 PM	24
NUR202	Advanced Nursing II	RWC	R	8:00-9:50 AM	18
RT152	Respiratory Care II	RVC	MWF	2:00-3:20 PM	6
				Subtotal:	***96***
Dev Ed					
MTH20	Pre-Algebra	RVC	MTWR	8:00-8:50 PM	21
RD40	Speedreading	RWC	TR	8:00-9:20 PM	13
SK31	College Success	RVC	MW	7:00-8:20 PM	9
WR10	Basic Writing	RWC	TR	5:00-6:50 PM	6
				Subtotal:	***49***
Discovery					
HD85R1	Transitions II	RVC	TR	9:00-10:50 AM	6
HD85-01	Transitions II	RWC	MW	1:00-2:50 PM	11
				Subtotal:	***17***
				Total:	**269**

Questionnaire

Student Satisfaction Survey, Winter 2001
Rogue Community College, <Redwood or Riverside> Campus

The administration, faculty, and staff of Rogue Community College want to provide the best learning environment possible for students. This survey seeks student opinions on various issues that impact students' ability to focus on learning. Your comments and suggestions are extremely helpful to us, and we value your input highly. Improvements are made based on your feedback and are communicated back to you by way of the campus newspaper and website. All replies, whether negative or positive, are welcome.

A. Please indicate your level of agreement with the following statements in each area by circling a number on the five-point scale provided:

(CIRCLE ONE NUMBER FOR EACH ITEM)	Strongly Agree		Neutral		Strongly Disagree
Access to information about RCC					
1. I can usually obtain all of the information on a program that I need.	5	4	3	2	1
2. I can usually obtain all of the information about RCC services that I need.	5	4	3	2	1
3. It is easy to receive information related to careers and majors at RCC.	5	4	3	2	1
Getting started at RCC					
4. The process for getting started at RCC is well organized.	5	4	3	2	1
5. The placement test staff are welcoming and helpful.	5	4	3	2	1
6. The orientation experience is useful and important.	5	4	3	2	1
Advising					
7. Program advisors are knowledgeable in many areas.	5	4	3	2	1
8. It is easy to make an appointment with a program advisor.	5	4	3	2	1
Counseling					
9. Counselors are knowledgeable in many areas.	5	4	3	2	1
10. It is easy to make an appointment with a counselor.	5	4	3	2	1
11. I would recommend the services of the Counseling Department to all new students.	5	4	3	2	1
12. Personal counseling services are offered by knowledgeable professionals.	5	4	3	2	1
13. There is a staff member on campus that I am comfortable talking with.	5	4	3	2	1
Registration					
14. The length of time it takes to register is reasonable.	5	4	3	2	1
15. There is sufficient "off-hours" access to registration.	5	4	3	2	1
16. The registration staff are helpful.	5	4	3	2	1
17. It is easy to register with telephone registration.	5	4	3	2	1
18. I am satisfied with online registration services.	5	4	3	2	1
Business Office					
19. My statement of account is easy to read.	5	4	3	2	1
20. There is sufficient "off-hours" access to the business office.	5	4	3	2	1
21. There is sufficient information about when and how I can make payments on my account.	5	4	3	2	1
22. I am satisfied with online payment services.	5	4	3	2	1
Financial aid					
23. The financial aid staff are knowledgeable about financial aid programs.	5	4	3	2	1
24. The financial aid staff are helpful.	5	4	3	2	1
25. My financial aid award was processed and available to me when I needed it.	5	4	3	2	1
26. Web-based financial aid information and processes are useful to me.	5	4	3	2	1
27. I am satisfied with online financial aid services.	5	4	3	2	1
28. I am satisfied with online loan application services.	5	4	3	2	1

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Student Satisfaction Survey, Winter 2001
Rogue Community College, <Redwood or Riverside> Campus

Books/bookstore					
29. The bookstore is well stocked for student needs.	5	4	3	2	1
30. There is sufficient "off-hours" access to the bookstore.	5	4	3	2	1
31. The bookstore staff are helpful.	5	4	3	2	1
32. I am satisfied with online bookstore services.	5	4	3	2	1
Classes/schedule					
33. There is a sufficient variety of class offerings at RCC for my needs.	5	4	3	2	1
34. There is a sufficient variety of class times to fit my schedule.	5	4	3	2	1
35. There is a sufficient variety of "off-hour" classes to fit my schedule.	5	4	3	2	1
36. The class schedule provides the information I need to plan my courses.	5	4	3	2	1
37. Information in the class schedule is well organized and easy to find.	5	4	3	2	1
Faculty/curriculum					
38. I am satisfied with the availability of the faculty at RCC.	5	4	3	2	1
39. I am satisfied with the quality of the curriculum and programs at RCC.	5	4	3	2	1
ASRCC					
40. ASRCC effectively publicizes its events.	5	4	3	2	1
41. ASRCC effectively represents the student body as a whole.	5	4	3	2	1
42. ASRCC is open to students' suggestions and opinions.	5	4	3	2	1
Student life services					
43. Campus bus service is adequate for my needs.	5	4	3	2	1
44. The Student Handbook is helpful.	5	4	3	2	1
45. The student ID card is useful.	5	4	3	2	1
46. There are sufficient student activities at RCC to support my interests and keep me involved at the college.	5	4	3	2	1
Student employment					
47. Resume writing, interviewing, and job placement activities are necessary parts of my student experience.	5	4	3	2	1
48. I have received adequate information about the Student Employment Center at RCC.	5	4	3	2	1
Art galleries					
49. I believe it is important to have art galleries available on campus.	5	4	3	2	1
Food service/student lounge					
50. Food service is adequate for student needs.	5	4	3	2	1
51. The student lounge is adequate for student needs.	5	4	3	2	1
Labs/classrooms/facility					
52. The computer labs are equipped well enough for my needs.	5	4	3	2	1
53. There is enough open computer lab time available.	5	4	3	2	1
54. Classrooms are well equipped and well maintained.	5	4	3	2	1
55. I am satisfied overall with the campus facilities (including restrooms, telephones, ATMs, etc.).	5	4	3	2	1
Parking/safety					
56. There is adequate parking for students.	5	4	3	2	1
57. The parking lots are safe.	5	4	3	2	1
58. The campus is safe.	5	4	3	2	1

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B. Please indicate your <u>overall</u> level of satisfaction with each of the following general areas:

(CIRCLE ONE NUMBER FOR EACH ITEM)	Very Satisfied		Neutral		Very Dissatisfied
1. Access to information about RCC (programs and services we offer)	5	4	3	2	1
2. Getting started at RCC (advising, counseling, testing, registration, buying books, paying for classes, etc.)	5	4	3	2	1
3. Attending classes at RCC (time, location, class schedules, parking, food service, student lounge, etc.)	5	4	3	2	1

C. Please indicate your level of satisfaction with your <u>overall</u> experience of attending RCC:

❑ Very satisfied ❑ Satisfied ❑ Neutral ❑ Dissatisfied ❑ Very Dissatisfied

D. We welcome any comments or suggestions for improvement you may have:

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Thank you for taking the time to fill out this survey. *Galyn Carlile, Dean of Instructional Services*

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